

WINTER 14

WHEELS

MAKING TRANSIT ACCESSIBLE FOR ALL

YOUR RIDE IS HERE.



CERTIFICATION'S MOVE TO FIRST FLOOR AT PATTERSON WILL OFFER GREATER CONVENIENCE FOR CUSTOMERS



Vanessa Bradley, who registered for Mobility services last fall, heads for home with a little help from contracted 1010 driver William Wilder. The 1010 van service is a subcontractor to Veolia Transportation, one of the four transportation service providers for Mobility. They have been helping applicants make the round trip to the Certification Office since March 2013, and all trips are provided free. *(Photo by Jon Berle)*

The MTA provides Mobility service for people who cannot ride regular buses or trains. The MTA Certification Office, which helps facilitate access to these services, will soon be “making moves” to improve its accessibility when it relocates to the first floor at 4201 Patterson Avenue this spring. The move will make it much easier for customers to enter and exit the building for their appointments.

“We have dedicated employees who work very hard to help individuals with disabilities use MTA services,” said Mobility Director Daniel O’Reilly. “Our focus is on the customers, and I know that everyone will find Certification’s newly expanded location adjacent to the lobby a lot more convenient.”

The certification process is new as well. Mobility will no longer be accepting applications in the mail, and will require that every new or recertifying customer come in

for an interview. In a national study this process of an application and interview was found to result in the most accurate determinations.

Mobility’s Certification staff made 960 determinations in January 2014 despite snow days and holidays. This is the highest number of determinations since early 2012. “We are currently scheduling customers for an appointment in less than three weeks,” said Miriam Samuel, Lead Eligibility Specialist, and most applicants receive a determination letter within seven days after their appointment.”

The current Certification Office on the second floor is still open Monday through Friday from 8:30 a.m. - 4:30 p.m., and services will not be interrupted by the renovations. For further information, please call 410-764-8181 and select Option 6 for assistance.

TIPS TO HELP YOU PREPARE FOR A SMOOTHER RIDE

The long-awaited spring season starts on March 20 and even though it seems like the bad weather is behind us, it is always advisable to prepare for the worst. March can be unpredictable and often quite cold and windy, and it's not unheard of to even get a snowstorm!

The record lows and wintry storms we have all had to endure can be a real problem if you are not prepared. Safety is MTA's #1 concern. Please pay close attention to the MTA Transit Team reports broadcast each weekday on the TV and radio stations below in case there are any diversions, changes or cancellations in transit service. And bundle up – the blustery March winds can feel pretty frigid if you're not properly protected from the elements.

Remember to dress warmly in frigid weather or even cold, windy weather. Dress in layers, wear warm coats, scarves, boots and warm gloves. This is especially important if temperatures are at or below freezing, as frostbite will affect your fingers and limbs first.

Plan your trips carefully to allow extra time for delays caused by the weather and traffic. Follow weather watches, warnings and advisories on the news and stay indoors if advised, only going out if necessary. If it does snow, keep your sidewalks and steps shoveled and treated so that they are free of ice for the safety of Mobility operators as well as yourself.

In inclement weather you should anticipate delays and expect that Mobility service, as all transit public or private, is most likely to be affected by adverse weather conditions.

To help us provide the most efficient service possible, be considerate of your fellow Mobility users and be sure to cancel any Mobility trips you do not need, at least two hours in advance. ***The ride someone freed might just be the one that you need!***

You can obtain information regarding Mobility services and updates through our telephone information line at 410-764-8181, MTA's website at www.mta.maryland.gov and hear the latest live real-time MTA Transit Team updates on the following TV and radio stations:

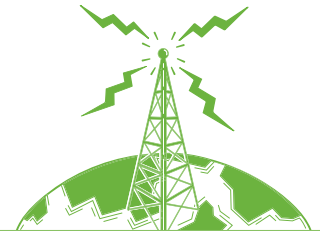
RADIO STATIONS

WCAO-AM 600
WEAA-FM 88.9
WERQ-FM 92.3
WJZ-FM 105.7
WLIF-FM 101.9

WOLB-AM 1010
WWIN-FM 95.9
WWMX-FM 106.5
WYPR-FM 88.1

TV CHANNELS

WBFF Fox Channel 45
Comcast 25
WBAL Channel 11



RECIPE CORNER

Italian Ricotta Cheese Pie

Yields 8 servings

9" unbaked pie shell

2 lbs. Ricotta

4 eggs

3 oz. sugar

1 tsp. vanilla extract

1 tsp. almond extract

1 tsp. fresh grated lemon zest

1 tsp. fresh grated orange zest

¼ cup flour

dash of salt



The power of cheese! This Ricotta Cheese Pie is easy to make and is sure to please the palates of the most discriminating dinner guest. Long a staple in Italy and New England, Ricotta Cheese Pie makes a delicious dessert for your holiday table but is enjoyable any time of year!

While preheating oven to 350°, mix all the ingredients with a rubber spatula and pour into shell. Bake for 40 minutes and let cool. Store in the fridge and serve with powdered sugar on top.

Expansion plans to improve Mobility's services at 4201 Patterson Avenue have now been approved and implementation will begin soon. Aside from the extra space leased for Certification's move to the first floor, expansion is also planned for the Control Center on the second floor.

The renovated Control Center will provide more working space for each contract provider – First Transit, MV and Veolia. The reorganization of Mobility's services, which schedules over 6,000 trips each weekday, is being designed with you, the customer, in mind. It is anticipated that these improvements will translate to greater operational efficiency in scheduling and dispatching vehicles to provide a better ride experience for all.



Please be assured that the high quality of Mobility service that you deserve and have come to expect will not be interrupted by these renovations, and we will keep you informed of our progress in future issues of *Wheels*. Thank you for riding MTA Mobility Service and it is our pleasure to serve you!

CALL-A-RIDE CAB AND SEDAN COMPANIES

PARTICIPATING CAB COMPANIES

A.A. Cab Connection

410-327-7777 | 24 hours a day, 7 days a week
Rides originating in Anne Arundel County

Arrow New Green Cab

443-575-4111 | 24 hours a day, 7 days a week
Rides originating in Baltimore City
1 wheelchair accessible taxi

Checker Cab of A.A. County

410-789-2300 and 410-355-3333
24 hours a day, 7 days a week
Glen Burnie, Curtis Bay, Brooklyn and Cherry Hill

County Cab

443-575-4110 | 24 hours a day, 7 days a week
Rides originating in west Baltimore County

Diamond Cab

410-947-3333 and 410-233-6000
24 hours a day, 7 days a week
Rides originating in west Baltimore City

Diamond Cab of A.A. County

410-400-6000 | 24 hours a day, 7 days a week
Glen Burnie, Hanover, Linthicum Heights,
Pasadena, Halethorpe

Diamond Cab of Annapolis

410-573-0184 | 24 hours a day, 7 days a week
Annapolis, Pasadena, Riva, Severna Park

Jimmy's Cab

410-296-7200 | 24 hours a day, 7 days a week
Rides originating in east Baltimore County

Valley Cab

410-486-4000 | 24 hours a day, 7 days a week
Rides originating in northwest Baltimore County

Yellow-Checker Cab

410-685-1212 | 24 hours a day, 7 days a week
Rides originating in Baltimore City
10 wheelchair accessible taxis

PARTICIPATING SEDAN COMPANIES

24/7 Sedan

410-686-2666 or 410-686-0003
24 hours a day, 7 days a week
Rides originating in northwest Baltimore City and County

Green Sedan, Inc.

410-633-6666 | 24 hours a day, 7 days a week
Rides originating in northwest Baltimore City and County

IMPORTANT NUMBERS TO SAVE

Call-a-Ride Customer Service..... **410-664-2030**
Call-a-Ride Certification Office..... **410-764-8181**
Mobility General Information **410-764-8181**
Mobility Certification Office..... **410-764-8181**
Mobility Reservation Line **410-764-8181**
MTA General Information **410-539-5000**
Toll-free..... **1-866-RIDE-MTA (743-3682)**
MTA Directory Assistance **1-888-218-2267**
Maryland Relay **7-1-1**
Call-a-Ride Website **www.mtacallaride.org**
MTA Website **www.mta.maryland.gov**

WHEELS

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